

# Georgia Breast and Cervical Cancer Program: Client Navigation System

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## Background

Health Department nurses wear many hats and work on many programs, limiting their time available for follow-up for BCCP patients.

In addition, outreach staff is very limited in most of the health districts.



## Client Navigation System in Georgia

- Developed in Fall 2001 – Summer 2011
- Reported directly to health districts
- Funded with federal and state funds

As of October 1, 2011

- Client Navigators will be part of the state contract with ACS, but will continue to work with health department nurses
- Additionally, we are hiring 3 more CNs for metro area through a United Way grant

## Client Navigator General Roles

In general Client Navigators assist clients with:

- Provide cancer education and screening information
- Eliminating barriers to screening and diagnosis/follow-up care.
- Facilitating client navigation through the healthcare system.



## CN- Case Management & Outreach Roles

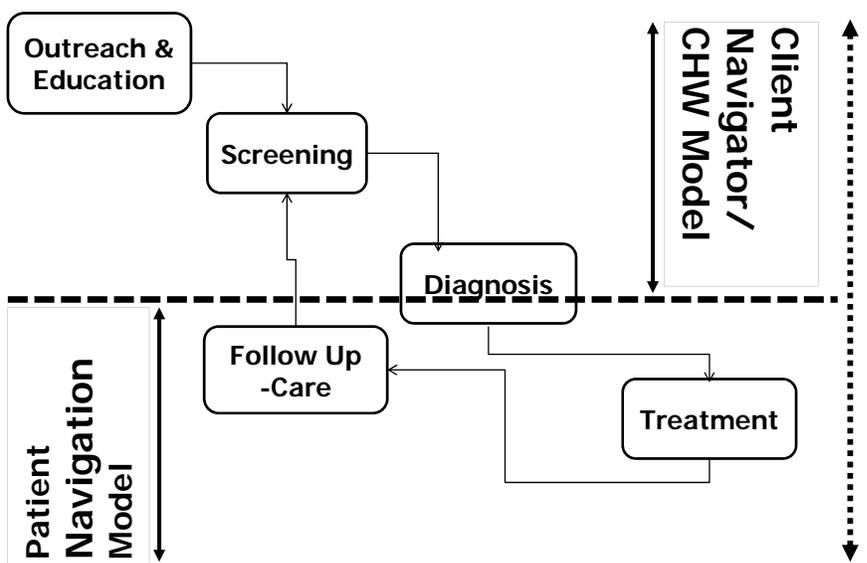
### Support Case Manager Nurses by

- Assisting with client follow-up when screening results are abnormal (generally until diagnosis is completed)

### Increasing community awareness, outreach and recruitment by

- Participating in outreach activities
- Providing client and community education.
- Promoting rescreening

## Client Navigation/CHW Model (CN Model)





## CN- Tracking & Reporting

**Data captured from July 2010 – June 2011**

Women Assisted	6517
Recall/Follow-up letters	8137
Recall/Follow-up calls	5136
Follow-up home visits	57
Breast Cancer Diagnosis Completed	3511
Breast Cancer Treatment Completed	155
Cervical Cancer Diagnosis Completed	264
Cervical Cancer Treatment Completed	101
Women's Health Medicaid Enrollment	179

## **Cancer? Me? It could not be happening to me...**

“The Client Navigator in my area held my hand and stayed with me from the day of my screening and through my biopsy, surgery and chemo – I do not know what would have happened to me without her!”

*- Minnie Smith*

